☑ Total ☐ Exchange☐ Wire

#### California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Sierra Telephone	U#: <u>1016-0</u>	Report Year:	2019
Reporting Unit Type:		Reporting Unit Na	me: Total Company	

	Measurement (Con	npile monthly, file quarterly)		Date filed (05/15/19) 1st Quarter			Date filed (08/15/19) 2nd Quarter			Date filed (11/15/19) 3rd Quarte	r		Date filed (02/15/20) 4th Quarte	r
			Jan	Feb	Mar	Apr	Mav	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Hadian Intannal	Total # of business days	125.14	131.17	103.53	172.44	283.73	128.61						
	Illation Interval	Total # of service orders	82	60	77	91	103	87						
Win.	standard = 5 bus. days	Avg. # of business days	1.53	2.17	1.34	1.89	2.75	1.48						
		Total # of installation commitments	131	100	138	165	188	145						
	Illation Commitment	Total # of installation commitment met	131	100	138	165	188	145						
	standard = 95% commitment	Total # of installation commitment missed	0											+
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00						+
Cust	omers	Acct # for voice or bundle, res+bus	13559	13523	13495	13442	13439	13418						+
	omer Trouble Report		.5530	.0220				.5.10					1	†
	·	Total # of working lines	15640	15600	15561	15625	15597	15537					1	1
	6% (6 per 100 working lines	Total # of trouble reports	103	261	165	107	121	95						
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports	0.66	1.67	1.06	0.68	0.78	0.61						
ğ	8% (8 per 100 working lines	Total # of working lines												
ţ		Total # of trouble reports												1
Min. S	for units w/ 1,001 - 2,999 lines)	% of trouble reports												1
	10% (10 per 100 working lines	Total # of working lines												1
	for units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	31	70	33	26	35	21						
۰	sted	Total # of repair tickets restored in ≤ 24hrs	31	70	33	26	35	21						
•	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	145:34	623:36	274:2	243:36	195:27	131:49						
viin.	standard = 90% Within 24 hrs	Avg. outage duration (hh:mm)	4:43	8:54	8:18	9:22	5:35	6:16						
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	55	206	107	62	87	49						
Jnac	djusted	Total # of all repair tickets restored in ≤ 24hrs	50	183	90	45	74	41						
Out o	of Service Report	% of repair tickets restored ≤ 24 Hours	90.91	88.83	84.11	72.58	85.06	83.67						
		Sum of the duration of all outages (hh:mm)	438:35	3253:9	3611:21	1864:55	2660:25	625:31						
		Avg. unadjusted outage duration (hh:mm)	7:58	15:47	33:45	30:40	30:34	12:45						
Refu	nds	Number of customers who received refunds	0	0	0									
		Monthly amount of refunds	0	0	0									
\ nov	or Time (Trouble Penerte "TP" Pilling 9												•	1
	er Time (Trouble Reports "TR", Billing & Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing	5567	4031	4663	5256	5050	3523						
	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent	5007	3860	4455	4960	4790	3491						
	ch live agent)	% ≤ 60 seconds	89.94%	95.76%	95.54%	94.37%	94.85%	99.09%						

Primary Utility Contact Information

#### □ Total □ Exchang Wire

#### California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Sierra Telephone	U#: <u>1016-C</u>	Report Year:	2019
Reporting Unit Type:		Reporting Unit Name:	OKHRCAXA (Host)	

				Date filed (05/15/19)			Date filed (08/15/19)			Date filed (11/15/19)			Date filed (02/15/20)	
	Measurement (Comp	oile monthly, file quarterly)		1st Quarter			nd Quarte	,		3rd Quarte	•		4th Quarter	,
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Inate	allation Interval	Total # of business days	37.59	63.36	53.96	51.38	200.00	61.15						
	standard = 5 bus. days	Total # of service orders	34	34	41	37	51	45						
IVIII1.	standard = 5 bus. days	Avg. # of business days	1.11	1.86	1.32	1.39	3.92	1.36						
	- Until a m. Communitation and	Total # of installation commitments	52	49	69	66	96	67						
	allation Commitment	Total # of installation commitment met	52	49	69	66	96	67						
	standard = 95% commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00						
Cus		Acct # for voice or bundle, res+bus	7780	7757	7735	7692	7675	7653						
	tomer Trouble Report		50					. 230					1	
		Total # of working lines	7921	7901	7883	7844	7818	7786						
	6% (6 per 100 working lines	Total # of trouble reports	55	114	78	55	65	45						
ī	for units w/ ≥ 3,000 lines)	% of trouble reports	0.69	1.44	0.99	0.70	0.83	0.58						
٦	8% (8 per 100 working lines	Total # of working lines												
Standard		Total # of trouble reports												
	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
Min.	400/ (40 400	Total # of working lines												
_	for units w/ < 1.000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	19	33	18	14	19	9						
Adju	ustad	Total # of repair tickets restored in ≤ 24hrs	19	33	18	14	19	9						
-		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	of Service Report standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	125:27	326:7	115:12	149:20	91:56	56:39						
IVIII1.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	6:36	9:52	6:24	10:38	4:50	6:17						
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	33	88	53	33	53	21						
Una	djusted	Total # of all repair tickets restored in ≤ 24hrs	31	79	47	25	44	20						
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	93.94	89.77	88.68	75.76	83.02	95.24						
		Sum of the duration of all outages (hh:mm)	277:24	1254:37	2282:23	876:43	1733:30	186:11						
		Avg. unadjusted outage duration (hh:mm)	8:24	14:15	43:3	26:34	32:42	8:51						
Pof:	inde	Number of customers who received refunds	0	0	0	0	0	0						
Vell		Monthly amount of refunds	0	0	0	0	0	0						
	on Time (Traville December ITDII Dilling													
	ver Time (Trouble Reports "TR", Billing n-Billing) Min. standard = 80% of calls ≤	Total # of calls for TR, Billing & Non-Billing	5567	4031	4663	5256	5050	3523						<u> </u>
	conds to reach live agent (w/ a menu	Total # of call seconds to reach live agent	5007	3860	4455	4960	4790	3491						
	n to reach live agent)	% ≤ 60 seconds	89.94%	95.76%	95.54%	94.37%	94.85%	99.09%						
	to reach live agent)													

**Primary Utility Contact Information** 

Name: Monika Brandle Phone: 559-642-0369 Email: regulatory@stcg.net	
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## ☐ Total ☐ Exchange Wire

#### California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Sierra Telephone	U#:	1016-C	Report Year:	2019
Reporting Unit Type:		Reporting U	Unit Name:	BSLKCAXF	

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/19) 1st Quarter		2	Date filed (08/15/19) 2nd Quarter		Date filed (11/15/19) 3rd Quarter			Date filed (02/15/20) 4th Quarter		r
		1	Jan	Feb	Mar	Apr	Mav	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1 4 -	.UC Intonial	Total # of business days	1.32	0.00	1.64	6.66	9.09	1.90						
	Illation Interval	Total # of service orders	4	1	1	5	7	3						
Min.	standard = 5 bus. days	Avg. # of business days	0.33	0.00	1.64	1.33	1.30	0.63						
		Total # of installation commitments	4	2	1	6	8	4						
	Illation Commitment	Total # of installation commitment met	4	2	1	6	8	4						
	standard = 95% commitment	Total # of installation commitment missed	0	0	0	_		-						<del>                                     </del>
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00						<del>                                     </del>
Cust	omers	Acct # for voice or bundle, res+bus	476	473	473	473	476	476						
	omer Trouble Report													
		Total # of working lines				İ								
_	6% (6 per 100 working lines	Total # of trouble reports				İ								
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports												
ğ	8% (8 per 100 working lines	Total # of working lines												
ţa	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports												
Min.	101 units w/ 1,001 - 2,999 lines)	% of trouble reports												
	10% (10 per 100 working lines	Total # of working lines	516	517	511	510	515	516						
	for units w/ ≤ 1,000 lines)	Total # of trouble reports	4	8	7	5	4	3						
		% of trouble reports	0.78	1.55	1.37	0.98	0.78	0.58						
		Total # of outage report tickets	2	3	2	1	2	1						
Adju	etad	Total # of repair tickets restored in ≤ 24hrs	2	3	2	1	2	1						
•	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	1:31	11:48	26:6	1:10	4:12	1:43						
IVIII I.	Standard = 9070 Within 24 1113	Avg. outage duration (hh:mm)	0:45	3:56	13:3	1:10	2:60	1:43						
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	2	7	5	2	4	1						
	djusted	Total # of all repair tickets restored in ≤ 24hr	2	6	4	1	3	1						
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	85.71	80.00	50.00	75.00	100.00						
		Sum of the duration of all outages (hh:mm)	1:31	179:7	78:6	95:42	36:51	1:43						
		Avg. unadjusted outage duration (hh:mm)	0:45	25:35	15:37	47:51	9:12	1:43						
Refu	ınds	Number of customers who received refunds	0	0	0	0	0	0						igspace
		Monthly amount of refunds	0	0	0	0	0	0						
Δηενι	er Time (Trouble Reports "TR", Billing &						1						1	
	Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												<b>↓</b>
	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent											ļ	—
to read	ch live agent)	% ≤ 60 seconds												<u> </u>

**Primary Utility Contact Information** 

☐ Total ☐ Exchange Wire

#### California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Sierra Telephone	U#: <u>1016-C</u>	Report Year:	2019
Reporting Unit Type:		Reporting Unit Name	e: MRPSCAXF	

	Measurement (Con	npile monthly, file quarterly)	Date filed (05/15/19) 1st Quarter			Date filed (08/15/19) 2nd Quarter			Date filed (11/15/19) 3rd Quarter			Date filed (02/15/20) 4th Quarter		
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
		Total # of business days	26.20	58.02	24.21	70.3	47.81	25.00		rug	ССР			
	allation Interval	Total # of service orders	15	10	21	22	29	22						
Mın.	standard = 5 bus. days	Avg. # of business days	1.75	5.80	1.15	3.20	1.65	1.14						
		Total # of installation commitments	31	22	38	45	54	37						
	Illation Commitment	Total # of installation commitment met	31	22	38	45	54	37						
	standard = 95% commitment	Total # of installation commitment missed	0	0	0			0.						
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00						
Cust	omers	Acct # for voice or bundle, res+bus	3479	3480	3479	3473	3486	3486						
	omer Trouble Report	react in to tolog of bulliale, reaction	5475	0-100	0473	0-70	0-100	0-100						
_ 450		Total # of working lines	3529	3524	3523	3567	3573	3556					1	
	6% (6 per 100 working lines	Total # of trouble reports	26	96	49	32	31	30						
Standard	for units w/ ≥ 3,000 lines)	% of trouble reports	0.74	2.72	1.39	0.90	0.87	0.84						
ğ	00/ (0 man 400 wanking line -	Total # of working lines	0			0.00	0.07	0.0 .						
tar	8% (8 per 100 working lines	Total # of trouble reports												
Min. S	for units w/ 1,001 - 2,999 lines)	% of trouble reports												
		Total # of working lines												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	7	25	5	9	8	9						
A -1!	at a d	Total # of repair tickets restored in < 24hrs	7	25	5	9	8	9						
•	sted	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	of Service Report	Sum of the duration of all outages (hh:mm)	10:48	188:44	50:9	68:38	37:11	54:59						
viin.	standard = 90% within 24 hrs	Avg. outage duration (hh:mm)	1:32	7:32	10:1	7:37	4:38	6:60						
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	13	84	32	22	22	19						
Jnad	djusted	Total # of all repair tickets restored in ≤ 24hrs	12	77	22	15	20	13						
Out (	of Service Report	% of repair tickets restored ≤ 24 Hours	92.31	91.67	68.75	68.18	90.91	68.42						
	-	Sum of the duration of all outages (hh:mm)	66:18	1145:42	1024:28	606:60	747:44	384:40						
		Avg. unadjusted outage duration (hh:mm)	5:6	13:38	32:0	27:33	33:59	20:12						
Dof	nds	Number of customers who received refunds	0	0	0	0	0	0						
Keiu	ilius	Monthly amount of refunds	0	0	0	0	0	0						
	T. (T. I.I. D. ( IITDII 5 5													
	er Time (Trouble Reports "TR", Billing & Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
	ds to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
	ch live agent)	% ≤ 60 seconds												

**Primary Utility Contact Information** 

#### ☐ Total ☐ Exchang Wire

#### California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Sierra Telephone	U#: <u>1016-C</u>	Report Year:	2019
Reporting Unit Type:		Reporting Unit Name:	MRPSCAXG	

	Measurement (Comp	oile monthly, file quarterly)		Date filed (05/15/19)  1st Quarter			Date filed (08/15/19) 2nd Quarter			Date filed (11/15/19) 3rd Quarte	r		Date filed (02/15/20) 4th Quarter	•
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
مدمدا	allation Interval	Total # of business days	56.40	1.25	18.65	21.68	25.44	36.48						
		Total # of service orders	25	10	11	20	12	12						
wiin.	standard = 5 bus. days	Avg. # of business days	2.26	0.12	1.70	1.08	2.12	3.04						
		Total # of installation commitments	38	20	26	38	22	27						
	allation Commitment	Total # of installation commitment met	38	20	26	38	22	27						
	standard = 95% commitment	Total # of installation commitment missed	0	0	0									
met		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00						
Cust	tomers	Acct # for voice or bundle, res+bus	1053	1050	1044	1047	1050	1055						
	omer Trouble Report												1	
		Total # of working lines												
	6% (6 per 100 working lines	Total # of trouble reports												
ard	for units w/ ≥ 3,000 lines)	% of trouble reports												
υď	8% (8 per 100 working lines	Total # of working lines	2563	2551	2550	2616	2610	2609						
Min.	for units w/ 1,001 - 2,999 lines)	Total # of trouble reports	11	30	23	12	13	12						
	101 units w/ 1,001 - 2,999 lines)	% of trouble reports	0.43	1.18	0.90	0.46	0.50	0.46						
	10% (10 per 100 working lines	Total # of working lines												
	for units w/ < 1 000 lines)	Total # of trouble reports												
		% of trouble reports												
		Total # of outage report tickets	2	7	5	0	3	0						
Δdiu	sted	Total # of repair tickets restored in ≤ 24hrs	2	7	5	0	3	0						
-	of Service Report	% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						
	standard = 90% within 24 hrs	Sum of the duration of all outages (hh:mm)	8:46	66:52	62:0	0	41:51	0						
IVIII I.	Standard = 90 /6 Within 24 fills	Avg. outage duration (hh:mm)	4:23	9:33	12:24		13:57							
		Indicate if catastrophic event is in month												
		Total # of unadjusted outage report tickets	5	19	11	3	5	4						
	djusted	Total # of all repair tickets restored in ≤ 24hrs	3	15	11	2	4	3						
Out	of Service Report	% of repair tickets restored ≤ 24 Hours	60.00	78.95	100.00	66.67	80.00	75.00						
		Sum of the duration of all outages (hh:mm)	93:19	446:36	134:32	261:38	122:10	29:45						
		Avg. unadjusted outage duration (hh:mm)	18:39	23:30	12:13	87:12	24:24	7:26						
Refu	inds	Number of customers who received refunds	0	0	0	0	0	0						
		Monthly amount of refunds	0	0	0	0	0	0						
A no	er Time (Trouble Reports "TR", Billing &													1
	er Time (Trouble Reports TR , Billing & Billing) Min. standard = 80% of calls ≤ 60	Total # of calls for TR, Billing & Non-Billing												
	ids to reach live agent (w/ a menu option	Total # of call seconds to reach live agent												
	ch live agent)	% ≤ 60 seconds												

Primary Utility Contact Information

# ☐ Total ☐ Exchange Wire

### California Public Utilities Commission Service Quality Standards Reporting General Order No. 133-D

Company Name:	Sierra Telephone	U#: 1016-C	Report Year:	2019
Reporting Unit Type:		Reporting Unit Name:	YMLPCAXF	

Measurement (Compile monthly, file quarterly)			Date filed (05/15/19) 1st Quarter			Date filed (08/15/19) 2nd Quarter			Date filed (11/15/19) <b>3rd Quarter</b>		Date filed (02/15/20) <b>4th Quarter</b>			
			Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval		Total # of business days	3.63	8.54	5.07	22.42	1.39	4.08						1
Min. standard = 5 bus. days		Total # of service orders	4	5	3	7	4	5						1
		Avg. # of business days	0.91	1.71	1.69	3.20	0.35	0.82						1
Installation Commitment Min. standard = 95% commitment met Customers		Total # of installation commitments	6	7	4	10	8	10						1
		Total # of installation commitment met	6	7	4	10	8	10						1
		Total # of installation commitment missed	0	0	0	0	0	0						
		% of commitment met	100.00	100.00	100.00	100.00	100.00	100.00						
		Acct # for voice or bundle, res+bus	771	763	764	757	752	748						
	omer Trouble Report													
	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines												
		Total # of trouble reports												
ard		% of trouble reports												
β	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines	1111	1107	1094	1088	1081	1070						
Standard		Total # of trouble reports	7	13	8	3	8	5						
		% of trouble reports	0.63	1.17	0.73	0.28	0.74	0.47						
Min.	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												i
		% of trouble reports												i
		Total # of outage report tickets	1	2	3	2	3	2						1
Adjusted Out of Service Report Min. standard = 90% within 24 hrs		Total # of repair tickets restored in ≤ 24hrs	1	2	3	2	3	2						i
		% of repair tickets restored ≤ 24 Hours	100.00	100.00	100.00	100.00	100.00	100.00						i
		Sum of the duration of all outages (hh:mm)	0	30:3	20:32	24:44	20:16	18:27						i
		Avg. outage duration (hh:mm)	0	15:1	6:50	12:22	6:45	9:13						i
		Indicate if catastrophic event is in month												1
Unadjusted Out of Service Report		Total # of unadjusted outage report tickets	2	8	6	2	3	4						1
		Total # of all repair tickets restored in ≤ 24hr	2	6	6	2	3	4						1
		% of repair tickets restored ≤ 24 Hours	100.00	75.00	100.00	100.00	100.00	100.00						1
		Sum of the duration of all outages (hh:mm)	0	227:4	91:50	24:44	20:16	23:46						1
		Avg. unadjusted outage duration (hh:mm)	0	28:23	15:18	12:22	6:45	5:56						1
Refunds		Number of customers who received refunds	0	0	0	0	0	0						1
		Monthly amount of refunds	0	0	0	0	0	0						
Answer Time (Trouble Reports "TR", Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)		Total # of calls for TR, Billing & Non-Billing				Τ		-						
		Total # of call seconds to reach live agent				+							1	
													1	<del>                                     </del>
		% ≤ 60 seconds											1	

Primary Utility Contact Information

Name: Monika Brandle	Phone: 559-642-0369	Email: regulatory@stcg.net
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